



My Healthy News

MHLA Participants' Newsletter

Is it time to renew your My Health LA application?

It is hard to believe that we are half way through summer! Please keep in mind that in addition to having some fun this summer, you may also need to renew with My Health LA!

If you enrolled in MHLA last fall, between August and October, it's time to renew your MHLA application. This is important if you want to stay in MHLA.

If you don't renew with MHLA, you will be disenrolled from the program. We don't want that to happen.

Why do you renew your MHLA?

1. **Peace of Mind:** Knowing that you have access to medical and health care services for 12 more months lets you focus on other parts of your life.
2. **Access to Medicine:** MHLA offers access to prescription medicines to prevent health



problems and to improve your quality of life. Keeping your MHLA makes sure you continue to have access to these medicines when you need them.

3. **Help Your Doctor!** Your doctors and other health care providers are committed to your health. When you renew with MHLA, your clinic is able to provide you with regular health care.

You have the option to change your Medical Home during the renewal period. For example, you may have moved

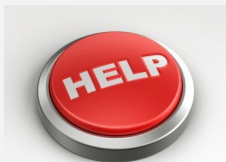
since you enrolled in MHLA and now you need a clinic closer to your home. Your renewal is the best time to change your Medical Home if you want to.

All MHLA Participants will receive a reminder letter ninety (90) days before coverage ends. Contact MHLA Member Services at **1 (844) 744-6452** if you have questions. Our call agents can explain the renewal process to you.

If you received a renewal letter from us, it's time to renew. You can call your Medical Home clinic to make an appointment.. If you did not receive a letter but enrolled in MHLA last fall, please contact your clinic to find out when it is time for you to renew.

Thank you for being part of MHLA. We look forward to another year of helping you get and stay healthy!

Difficulty accessing services at a DHS specialty clinic?



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This is the first year of the MHLA program, so it can be hard for people to understand how things work. If you have a problem when trying to see a specialist at the County Department of Health Services (DHS), we want to know about it.

The MHLA Program Office is doing our best to help educate everyone in the County about MHLA. However, if you have any prob-

lems at a DHS clinic, remember the following:

1. Get the name of the person you are talking to.
2. Write down in what department they are located. The more information about the location, the better.
3. Ask to speak with the person's supervisor, if possible. Sometimes this can resolve the issue right away.

4. Call the My Health LA Office 1 (844) 744-6452.

There are certain questions that DHS clinic staff must ask you when you show up for a specialty care appointment. That is normal. But we are working hard to make sure that your visit to your DHS specialty care clinic is smooth and problem-free.

We are here to help. Thank you!



Your personal information is confidential at MHLA!

At MHLA, we value your privacy and security. When the program was created, we planned to only ask you the questions that we need to enroll you into the program. And that is what we did.

The mission of County's Department of Health Services (DHS) is to provide quality health care. The information you share with MHLA and your Medical Home clinic is used only to enroll you—we don't share your information.



MHLA understands the importance of privacy, and we take care of the information you give to us and your clinic. We work hard to maintain your privacy and security.

Your personal information is only used to determine your eligibility for MHLA and to keep track of your medical visits. We also use this information to check other programs that you might be eligible to re-

ceive. But rest assured, this information does not leave DHS or your Medical Home clinic.

The County does NOT report patients to U.S. Citizenship and Immigration Services or to an outside government department. Your information stays with us.

Please let us know if you have any questions. MHLA Member Services is available at 1 (844) 744-6452, from 8:00 AM to 5:00 PM, Monday through Friday.

Visit us online at:
<http://dhs.lacounty.gov/wps/portal/dhs/mhla>

Help us keep your MHLA information updated

In our busy lives, there are lots of changes that can happen quickly. Sometimes we have to move homes unexpectedly, change jobs, get married, or we lose our mobile phones and we need to get a new number. Things happen all of the time. That's life.

When you experience these changes, remember to call your Medical Home and give them your new contact information. This is extremely important for many reasons.

Your doctor may have to contact you to follow-up on lab work that you had done on your last visit. Sometimes the news is urgent and if your telephone number is incorrect, your doctor may not be able to reach you as soon as they need to.

Also, when your Medical Home clinic needs to reschedule an appointment or your specialty appointment needs to change, it is very important that your phone number is correct so you can be called right away.

Updating your address makes sure that you will receive your renewal letter and other important information

from the MHLA program. If you don't renew every year with MHLA, you will be disenrolled.

The MHLA program and your Medical Home needs your help to keep your file updated. You can update your MHLA information when you renew your application, at your next visit to your clinic, or by calling us at 1 (844) 744-6452. It's quick and simple.

Be well and stay healthy, and have a great summer. **Thank you!**

